1. In the last quiz, you reviewed how Peta addressed accountability in a retrospective   1 point
   meeting. In this quiz, you will identify the ways Peta addresses negativity in the
   retrospective.
   Alex: Are we going to talk about the fact that orders are still being made incorrectly in
   the kitchen? The customer survey shows that even with the tablets, the kitchen was
   still making the orders wrong.
   Carter: I didn't see that in the survey.

   Peta: I think that's a good point, Alex. Actually, Carter, the survey results show that
   28% of the orders were incorrect. We had talked before about reducing food waste
   by reducing the number of dishes returned to the kitchen. Since the tablets eliminate
   any waitstaff error in ordering, I think we need to address this issue.
   Carter: Like I've said before, it's not the kitchen, it's the generous send-back policy
   we have. We shouldn't let people just sample dishes and send back whatever they
   don't like.
   Alex: If we don't get this fixed, we won't have any customers to fix the tablets for.

   Carter: We should change the policy. What they order, they get.

   Alex: Obviously, you're not going to realize that it's really the kitchen staff getting
   things wrong.
   Carter: I don't think it is.

   Alex: There just doesn't seem to be any reasoning with you, even when we have the
   facts. I don't know what else to do.
   Peta: Hang on. I think we can agree that the goal for all of us is to have satisfied
   customers who have an enjoyable experience, right?
   Alex: Right.

   Carter: Yes.

   Peta: Alex, I can understand your frustrations. Carter, would you commit to helping
   us find out exactly where the problem is?
   Carter: It's not just me and the kitchen. Others should help out too.

   Peta: We all will. Why don't we talk more about this later, and why don't we take a
   quick break.

   Ready to get started?

   ◯   I'm ready!

2. Describe one strategy Peta uses to address negativity during the retrospective and   1 point
   one other strategy Peta might have used. Write 1-2 sentences.

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   │ What do you think?   │
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   Your answer cannot be more than 10000 characters.